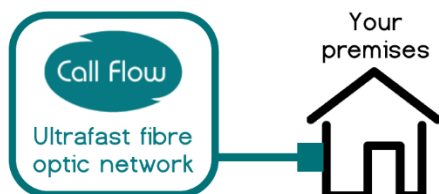


Your Call Flow Fibre Installation

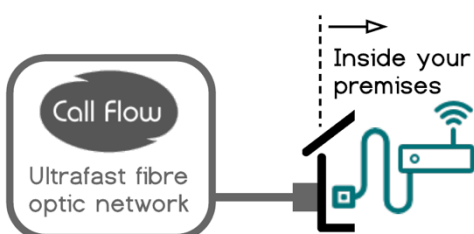
Your new fibre optic connection will be built in two stages: the External Installation and the Internal Installation.

Stage 1: The External Installation



The External Installation is completed by Call Flow. This brings the fibre optic cable up to the outside of your premises (what we call the 'External Demarcation Point'). It will be **adjacent to the location that your current copper telephone cable enters your premises**. We install a small box onto your external wall, and our fibre optic cable is connected into this box.

Stage 2: The Internal Installation



The Internal Installation extends the fibre optic cable to a suitable location for your optical terminating equipment (modem) and router.

A hole will be drilled through your external wall next to the small box that was installed during Stage 1, and an internal fibre optic cable (provided by Call Flow) is routed from the outside box to the internal equipment location. You have **two options** to perform this Internal Installation:

Option 1: Independent Installation

Many Call Flow customers complete their internal connection to the outside box independently – it is relatively easy and of course there is no additional cost to do so. We will provide you with an instruction guide and your kit, which includes the cable and other accessories. There are various options for internal cable length:

- 15m £0.00
- 30m £24.00
- 40m £32.00
- 50m £40.00
- 60m £48.00
- 70m £56.00
- 80m £64.00

The fibre optic cable is designed to be appropriately robust, however it is protecting very delicate glass fibre strands and therefore needs to be handled with care. As a simple guide you should not bend your optical cable tighter than the outside of a £2 coin. If you damage the cable you will be charged for a replacement cable.

Your kit will also include the modem and router. These optical devices must only be fitted by a qualified technician – it is **very important** that you do not attempt to connect these yourself. Please

keep these boxes in a safe place for your final appointment with a Call Flow technician who completes the final commissioning of your new ultrafast fibre services. The cost of this commissioning service is included in your activation fee.

Option 2: Call Flow Approved Installation

If you choose this option your Internal Installation will be carried out either by one of our own Call Flow installation teams, or by one of our trusted partners, who carry out installations on our behalf. All installers work to our agreed standards using our approved equipment. The cost of this service is set out in our **Price Guide**, and is completed in accordance with the following rules:

- Drilling of a hole through the external premise wall will be as close to the existing BT telephone cable entry as safely possible.
- The location of the optical modem and router will be within the room in which the fibre enters the premises.
- Up to a maximum of 5m of internal fibre cabling will be provided to place the internal connection socket in a suitable location within that room.
- The fibre cable will be tacked against walls and skirting boards; it may be on both inside and outside walls, and will end in a wall-mounted box.

Additional Services Price

If you require additional cabling work, such as alternate external wall entry, or additional internal cabling greater than 5m, we will need to carry out a site survey. If the request is viable, there is an additional charge per metre as set out in our **Price Guide**. All cabling work will be surface mounted on the most appropriate surface, typically a skirting board. Call Flow approved Installation Services are covered by our Terms and Conditions.

Important safety information for Call Flow Approved Installation and Additional Services

Your technician will carry out a risk assessment before commencing any work. Please note the following safety rules which apply to all installations:

1. Technicians are not permitted to work at any premises unless a person over the age of 18 years and authorised by the Account Holder is present.
2. Technicians are not permitted to enter loft spaces or eaves cupboards unless they are correctly boarded and have a walk-in entrance and are not permitted to work in confined spaces.
3. Technicians are not permitted to use your ladders, stepladders, access equipment or tools.
4. Technicians are not permitted to lend their tools or equipment to you to complete parts of the job or any other work.
5. Technicians cannot disturb or work in the vicinity of areas where they believe that asbestos is present.
6. Technicians are not permitted to work above a height of 5m.
7. Technicians are not permitted to access flat roofs or roof structures.
8. Technicians cannot access underground structures, spaces or excavations or lift floor boards or drill through floors.
9. Technicians are not permitted to move your furniture.
10. Technicians are not able to perform specialist trenching or to install cables overhead.